



North Carolina Department of Health and Human Services  
Division of Social Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS  
  
Wayne E. Black  
Division Director

February 19, 2014

Dear County Directors of Social Services

ATTENTION: Child Welfare Supervisors  
Data Entry Supervisors

SUBJECT: Rekeying Certain DSS-5104 forms entered in Central Registry

The Central Registry experienced an issue on Thursday February 6<sup>th</sup> and Friday February 7<sup>th</sup> that resulted in data keyed into the system between 6:15 am Thursday and 12:16 pm on Friday not saving correctly. Workers would not have noticed the issue when keying the forms. However, because data was not saved as it should have been, the forms cannot be retrieved for inquiry or editing, nor are they accessible through the Client Services Data Warehouse. The issue has been diagnosed and corrected, however forms entered prior to the discovery of the issue will need to be rekeyed. This only applies to a small number of forms that were keyed during the time frame indicated above. Not all counties entered forms during that time.

We have created a list of form numbers for DSS-5104s that were affected. In order to facilitate reentry of the forms, the list includes the original form number (provided when the form was keyed), as well as the SIS ID numbers and names of all the children included on the form. Attached is a list of counties that have forms to rekey and the number of affected forms. Counties on the list should contact the Information Support Unit as soon as possible to obtain the form IDs and children pertaining to your county.

To ensure that all assessment data is correctly captured on the month end reports, all forms must be rekeyed by the close of business on Tuesday, February 25<sup>th</sup>. We recognize that this is a short turnaround time, but this is necessary to ensure that we can verify data reentry and delete the partial records that were originally keyed.

We apologize for the inconvenience and appreciate your assistance in helping us ensure that our Child Protective Services records are accurate. If you have any questions or require assistance, please contact the Information Support Unit at (919) 527-6270.

Sincerely,

A handwritten signature in black ink that reads "Hank Bowers".

Hank Bowers, Chief  
Performance Management/Reporting and  
Evaluation Management Section

Performance Management/Reporting & Evaluation Management Section  
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HB/heb

Attachment:

List of Counties with DSS-5104s to be rekeyed.

**DCDL PM-REM 01-2014**

cc: Wayne Black  
Kevin Kelley